

C&T CUSTOMER OPERATIONS DIRECTORATE (DSCP-QQ)

MISSION:

The Director, Clothing and Textiles Customer Operations, reports directly to the Commander, Defense Supply Center Philadelphia. Acting as a principal advisor and assistant to the Commander, the Director serves as a prime point of entry for all assigned/mapped customer issues related to logistics support and service across all DLA supply chains, responsible for development, implementation, and oversight of C&T Customer Relationship Management (CRM) in accordance with strategic CRM policy, guidance, and implementation as provided by J-4, HQ DLA, and management of the Customer Cells, support teams and item planning teams assigned. Directs accomplishment of worldwide mission responsibilities through integrated logistics support of weapons systems, troops, equipment, facilities, and their components owned, operated, and maintained by /for the Department of Defense, the Military Services, other federal agencies and other authorized activities.

FUNCTIONS:

1. Provides a unified face for assigned customers and clothing and textiles support for mapped customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Columbus, the Defense Supply Center Richmond, and DSCP, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned major programs.
9. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
10. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
11. Provides consistent and integrated support.

12. Ensures effective and efficient management of the overall customer relationships maintained within assigned Cells.
13. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells and support teams
14. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
15. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
16. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
17. Meets with customers on a regular basis to understand anticipated requirements.
18. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
19. Helps define new markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
20. Insures business, marketing, and customer support plans are developed and implemented.
21. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
22. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
23. Ensures those forecast or demand plans are published for the collaborative partner, as applicable.
24. Resolves demand issues with collaborative customer.
25. Coordinates with process management to determine influences on and improve customer support.
26. Oversees receipt, processing, and maintenance of customer orders.
27. Establishes, maintains, and closes customer profiles.
28. Receives and resolves customer complaints.
29. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
30. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the customer program level, division level, cell level, or appropriate indenture level.

EXECUTIVE AGENT (EA) PROGRAM OFFICE (DSCP-QQE)

MISSION:

DOD Executive Agency is the Head of a DOD Component to whom the Secretary of Defense or the Deputy Secretary of Defense has assigned specific responsibilities, functions, and authorities to provide defined levels of support for operational missions, or

administrative or other designated activities that involve two or more of the DOD Components. OSD designated Executive Agency to DLA on September 27, 2004. Subsequent EA authority was delegated from DLA to DSCP on December 13, 2004. DODD 5101.10 directs the EA for Clothing and Textiles (C&T) to develop and implement plans, procedures, and DLA resource requirements for Class II support.

FUNCTIONS:

1. A coordinated C&T acquisition and logistics program shall be properly resourced and operated by the DOD Components in coordination with the DOD EA for C&T.
2. In coordination with the Services and Joint Chiefs of Staff, develop and implement plans, procedures, and DLA resource requirements for C&T support.
3. Maintain appropriate C&T inventory levels of Class II items and coordinate with industrial base for sufficient surge capabilities.
4. In coordination with the Services, plan, develop, implement and maintain Industrial Base plans consisting of exigency contracts, i.e. minimum/maximum, in the event of rapid requirement to fill Service requirements.
5. Establish a joint C&T Policy Board as a means for planning, coordinating, and resolving C&T-related issues.
6. Foster greater supply chain integration by assuming mission transfers as mutually agreed or as directed by higher authority.
7. Provide support to non-traditional organizations, as required.
8. Coordinate with Service Program Managers, Service Exchanges, and other entities on matters of mutual support in overseas locations.
9. Plan, procure, manage, and distribute C&T products throughout the supply chain. Deliver items to mutually agreed locations.
10. Be single point of contact for C&T issues. Be the clearinghouse or lead action office for Congressional and troop-related vendor inquiries.
11. Strive to continually improve the C&T logistics chain within the context of the Services' and CCs' overarching plans for carrying out their responsibilities.
12. The EA may provide assistance in training C&T personnel in issues that relate to EA authority.
13. Provide support, as appropriate, to National Guard and Reserve Components. Coordinate with Homeland Security to determine support to National Guard during Homeland Defense contingencies.
14. Coordinate with TRANSCOM, MACOMs, and COCOMs for considering C&T in the TPFDD planning process.
15. The EA could identify and eliminate contracts let by individual bases by closing the gaps that are causing the bases to need to issue contracts.
16. Clarify the handoff point for product and accountability.
17. The EA should gain a better understanding of transportation options by working closely with the transportation community.
18. Delivery remains a Service responsibility but the Services and Combatant Commanders could provide configured load delivery requirements to EA.

RECRUIT CUSTOMER FACING DIVISION (DSCP-QQB)
ARMY RECRUIT CELL (DSCP-QQBA)
NAVY RECRUIT CELL (DSCP-QQBB)
USMC RECRUIT CELL (DSCP-QQBC)
AF RECRUIT CELL (DSCP-QQBD)
USCG RECRUIT CELL (DSCP-QQBE)
CLOTHING SALES STORES CELL (DSCP-QQBF)
NATIONAL GUARD & RESERVES CELL (DSCP-QQBG)

MISSION:

The Chief, Recruit Customer Facing Division, reports to the Director, Clothing and Textiles Customer Operations, and is responsible for management of customer service and support for customers assigned to cells within the division. Support provided may cover, but is not limited to order fulfillment and demand planning activities, CRM, and troop customer program support.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned troop support programs. .
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned troop major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.

14. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
15. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
16. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
17. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
18. Meets with customers on a regular basis to understand anticipated requirements.
19. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
20. Helps define new customer markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
21. Insures business, marketing, and customer support plans are developed and implemented.
22. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
24. Ensures that forecast or demand plans are published for the collaborative partner, as appropriate.
25. Resolves demand issues with collaborative customer, as appropriate.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt, processing, and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the troop program support level, division level, cell level, or appropriate indenture level.

ORGANIZATIONAL CLOTHING AND INDIVIDUAL EQUIPMENT (OCIE)
CUSTOMER FACING DIVISION (DSCP-QQA)
ARMY CIF CELL (DSCP-QQAA)
USMC NAVY, USCG OCIE CELL (DSCP-QQAB)
AIR FORCE INDIVIDUAL EQUIPMENT ELEMENT CELL (DSCP-QQAC)

MISSION:

The Chief, OCIE Customer Facing Division, reports to the Director, Clothing and Textiles Customer Operations, and is responsible for management of customer service and support for customers assigned to cells within the division. Support provided may cover, but is not limited to order fulfillment and demand planning activities, CRM, and troop customer program support.

FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned troop support programs. .
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned troop major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
15. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
16. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
17. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
18. Meets with customers on a regular basis to understand anticipated requirements.
19. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.

20. Helps define new customer markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
21. Insures business, marketing, and customer support plans are developed and implemented.
22. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
24. Ensures those forecast or demand plans are published for the collaborative partner, as appropriate.
25. Resolves demand issues with collaborative customer, as appropriate.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt, processing and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the troop program support level, division level, cell level, or appropriate indenture level.

COLLECTIVE CUSTOMER FACING DIVISION (DSCP-QQL)

OPERATING FORCES SUPPORT BRANCH (DSCP-QQLB)

COLLECTIVE CUSTOMERS & FOREIGN MILITARY SALES (FMS) SUPPORT
BRANCH (DSCP-QQLC)

INSTALLATION SUPPORT BRANCH (DSCP-QQLD)

COLLECTIVE C&T CUSTOMERS CELL (DSCP-QQLA)

MISSION:

The Chief, Collective Customer Facing Division, reports to the Director, Clothing and Textiles Customer Operations, and is responsible for Readiness interface with all Services and management of customer service and support for customers assigned to cells and mapped to support teams within the division. Support may cover, but is not limited to, identification, monitoring and enhancing support of Clothing and Textile items identified as Readiness drivers; order fulfillment and demand planning activities, CRM, and troop customer program support. .

FUNCTIONS:

1. Provides a unified face for assigned customers.

2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned troop support programs. .
9. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned troop major programs.
10. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
11. Participates in Military Service Conferences, Critical Item/Program Reviews, Demand Collaboration and Demand Consensus meetings, etc.
12. Provides consistent and integrated support.
13. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
14. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
15. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
16. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
17. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
18. Meets with customers on a regular basis to understand anticipated requirements.
19. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
20. Helps define new customer markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
21. Insures business, marketing, and customer support plans are developed and implemented.
22. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
23. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.

24. Ensures that forecast or demand plans are published for the collaborative partner, as appropriate.
25. Resolves demand issues with collaborative customer, as appropriate.
26. Coordinates with process management to determine influences on and improve customer support.
27. Oversees receipt processing and maintenance of customer orders.
28. Establishes, maintains, and closes customer profiles.
29. Receives and resolves customer complaints.
30. Maintains regular liaison with appropriate Service Teams, Customer Support Office, J-4.
31. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the troop program support level, division level, cell level, or appropriate indenture level.
32. Maintains liaison with CCC on all Readiness issues
33. Staffs all classified communications for C&T related issues.
34. Participates in all Readiness Summits, Quarterly reviews, briefs etc.

ITEM PLANNING DIVISION (DSCP-QQI)

DRESS CLOTHING IPT (DSCP-QQIA)

FIELD CLOTHING IPT (DSCP-QQIB)

ORGANIZATIONAL CLOTHING IPT (DSCP-QQIC)

INDIVIDUAL EQUIPMENT IPT (DSCP-QQID)

MISSION:

The Chief, Item Planning Division, reports to the Director, Clothing and Textiles, Customer Operations, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) and assigned customer-level planning and other designated planning for all assigned Clothing and Textiles Item Planning Teams (IPTs).

FUNCTIONS:

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.